



Parks and Recreation Refund Policy

09.27.11

Parks Rentals and Reservations:

- Refunds on deposits will be processed when the facility and/or equipment are returned in its clean, previous condition.
- Refunds for cancellations and/or inclement weather will be processed minus a 15% administrative processing fee.
- Cancellation must be received a minimum of two business days prior to the event. If cancellation occurs because of inclement weather day of event, City staff must be notified within two working days following cancellation.
- Rental deposits will be refunded within ten working business days of the rental.

Programs:

- City of Sedona Parks and Recreation Department reserves the right to cancel programs due to insufficient registration and will issue a full refund to program registrants.
- 100% refunds will be issued if the registrant cancels their registration within two or more business days before the start of the class or program.
- 50% refunds will be issued if the registrant cancels their registration within less than two business days before a class or program.
- Refunds are not offered to registrants after the start of a class or program except with written documentation of extenuating circumstances.
- A participant has the option, if canceling registration of a class or program prior to the start of the class or program, to use that fee towards the registration of another class or program.

Events:

- 100% refunds will be issued if the registrant cancels their registration within two or more business days before an event.
- 100% refunds will be issued if City of Sedona Parks and Recreation Department cancels an event, before it has begun, due to inclement weather.
- If an event has begun and is unable to be completed due to inclement weather, the Parks and Recreation Department may decide to issue refunds on a case-by-case basis. Refunds are not mandatory and extenuating circumstances must occur before a refund will be issued.

Aquatics:

- Refunds will not be given for unused punches/visits on any pool passes (water aerobics, adult, senior or child swim pass).
- 100% refunds will be issued if the registrant cancels their registration within two or more business days before the start of swim lessons.
- Refunds will not be issued after the first day of swim lessons under any circumstances, including inclement weather.

- Should a swim lesson participant have an extenuating circumstance or illness that prevents them from completing their session of lessons, the registration fee may be transferred to the next session of lessons. If there are no further sessions, the issuance of a refund will be at the discretion of the Parks and Recreation Department. *This is only relevant when the participant participated in only 1 class per session. If the participant participated in 2 or more classes, a refund will not be issued.*